

# Accessing your Tower Bank HSA

Once you have opened your account at Tower Bank and have received your welcome letter in the mail, you will be able to access your HSA in the following ways:

## Online banking:

To sign up for free online account access:



- Visit [towerbank.net](http://towerbank.net), click the blue “First Time Login” button on the home page and follow the on-screen prompts. You will need certain information shown on the welcome letter that you received in the mail shortly after you opened your account. If you no longer have this information, contact our Customer Care Center at the number shown below for assistance.

## Helpful hints for using Tower’s online banking system:

- If you do not remember your password, you can use the online “I forgot my password” feature after you enter your Access ID and click “login.” Your password will be emailed to you.
- If you do not remember your Access ID please call Customer Care for assistance.
- For security purposes, after 6 months of inactivity (no logins) your online banking ID and password will expire and you will need to start at “First Time Login” and re-enter your information.
- If you have elected online bank statements, you will need to set up your online account access and will use the ID and password you establish to log in and view your monthly statements.

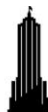
## Telephone banking:

To use our 24-hour automated telephone banking system:



- Call 888.743.0737 and follow the voice prompts to set up your access.
- You will need certain information shown on the welcome letter that you received in the mail shortly after you opened your account. If you no longer have this information, contact Customer Care at the number shown below for assistance.

<b>Customer Care Center</b>	Monday - Friday 8 a.m. to 5 p.m. EST at <b>888.472.8697</b>
<b>Web site</b>	Visit <a href="http://towerbank.net">towerbank.net</a> for a list of eligible expenses, forms, FAQs, tools and more. Click on “HSAs” at the top of the homepage.
<b>Mailing address</b>	Tower Bank, HSA Processing, PO Box 11454, Fort Wayne, Indiana 46858
<b>Changes to your account/forms</b>	Forms to make changes to your account such as <b>change of address</b> , <b>beneficiary</b> update, and contribution and withdrawal forms can be found on our Web site at <a href="http://towerbank.net">towerbank.net</a> . Look for “HSAs” at the top of the homepage and then select “HSA Forms” <i>(Please note: changing your address with your employer does not automatically update the address on your bank account. A form is required.)</i> .



**TOWERbank.**

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[towerbank.net](http://towerbank.net)